in 48 to 72 hours and those posted at any Airmail station are delivered within the rest of the State in 48 to 96 hours from the date of posting.

(iii) Letters within the State are delivered within 48-72 hours from the date of posting.

(iv) Letters within a district are delivered within 48 hours from the date of posting.

Since the Department of Post utilises public carriers like Indian Airlines and other private airlines, Indian railways and various Road Transport Organisations, delays and misconnections of such carriers result in deviation from the norms formulated by the Department. Exception to these norms are also made for delivery in locations without regular and adequate transport system.

It is the endeavour of the Government to improve the postal services, particularly the time taken for delivery of letters which is crucial to public satisfaction. Steps for improving such service are taken in two distinct areas-letters originating from outside the boundaries of the State of Andhra Pradesh for delivery within the locations in Andhra Pradesh and letter originating in locations within Andhra Pradesh for delivery within the State of Andhra Pradesh. The followin are some of the steps which have been taken in the recent past:

(i) Establishment in 1994 of Metro Channel for expediting delivery at Hyderabad of mail originating at Delhi, Bombay, Calcutta, Madras and Bangalore.

(ii) In 1994, six State capitals, namely, Lucknow, Chandigarh, Shimla, Jaipur, Bhopal and Ahmedabad were connected to Hyderabad for ensuring delivery of mails from these cities to Hyderabad expeditiously.

(iii) Systematic review of mail transmission plan between air centres in the country.

(iv) Use of road transportation network covering a total distance of 47,670 Kms and use of Express Buses of the State Road Transport Corporation on nine routes.

(v) Efficiency tests to ensure that the laid-down system -is actually functioning to at least 90% efficiency.

Expenditure on the Customer Service* of MTNL

*587. SHRI SATYA PRAKASH MALAVIYA: SHRI ANANT RAM JAISWAL:

Will the Minister of COMMUNICATIONS be pleased to state:

(a) the estimated cost to be incurred by Mahanagar Telephone Nigam Limited to improve customer services during 1995-96; and

(b) to what extent the customer services are likely to be improved?

THE MINISTER OF STATE OF THE MINISTRY OF COMMUNICATIONS (SHRI SUKH RAM): (a) The estimated cost of main computerisation projects in MAHANAGAR TELEPHONE NIGAM LIMITED Delhi/Bombay during 1995-96 which are aimed at bringing about improvement in customer services is Rs. 35.1 Crores. Break up is given in the statement *(see* below). In addition an estimated Rs. 2 Crores is to be incurred for hiring of accommodation for customer service centres.

(b) The implementation of the above projects shall bring about considerable improvement in fault repair, billing operations, commercial working, directory enquiry and changed number enquiry.

Statement—2

Details of Estimated Cost on Main Computerisation Projects

1.	Computerised Financial Management System (FMS)	... Rs. 16 crores.
2.	Computerised Fault Repair Service (FRS)	... RS. 12.5 "
3.	Computerised Advance Directory Enquiry System	... Rs. 2.0 "
4.	Centralised Automatic Changed Number Announcement System	... R8. .5 "
5.	Integrated Computer Network	... Rs. 4.0 "
6.	Interactive graphics	... Rs. .1 "
		Rs. 35.1 "

Introduction of Simulators in Railway Divisions

*588. SHRI SATISH PRADHAN: Will tfhe Minister of RAILWAYS be pleased to state:

(a) whether Government propose to introduce simulators in all the railway divisions;

(b) whether it is a fact that the track,. condition, encroachment and garbage accumulation on Suburban service of Mum-bai are resulting in over five deaths per day due to over running by trains;

(c) whether it is also a fact that such incidents have resulted in assault on motorman; and

(d) whether Government would consider introducting priority simulator for Mumbai suburban service of Central and Western Railways?

THE MINISTER OF RAILWAYS (SHRI C.K. JAFFER SHARIEF): (a) No, Sir.

(b) No deaths have taken place in the Bombay Suburban section of Central & Western Railways on account of encroachments and garbage accumulation. However, on an average, two deaths per day have been caused due to running over of trespassers by trains.

(c) Yes, Sir. Such incidents have resulted in some cases of assault on motor-man/guard. Recently, there has been one case of assault on motorman on 30.4.95 when three trespassers were run over by A—23 local EMU train on Central Railway.

(d) There is no such proposal in the near future.

Financial Management System of MTNL

*589. SHRI SURESH KALMADI: A Will the Minister of COMMUNICATIONS be pleased to state:

(a) whether it is a fact that the Mahanagar Telephone Nigam Limited * propose to launch financial management system in Delhi;

(b) if so, what are the salient features thereof and in what way it would halp the telephone subscribers; and

(c) whether similar facilities would also be extended to other cities in the country?

THE MINISTER OF STATE OF THE MINISTRY OF COMMUNICATIONS (SHRI SUKH RAM): (a) Yes, Sir.